



Percipere MedVision

SAP Business ByDesign Diagnostics Package

Customer Overview

Suburban Diagnostics is one of the frontline pathological laboratories in India, renowned for its proven acumen in Hematology. Founded in 1994, the organization has embarked on technology-driven growth to become one of the most reliable names in clinical diagnostics across the country. Today Suburban Diagnostics boasts 18 establishments and 1200+ customer touchpoints, pan India, servicing approximately 5000 patients daily.

Since its inception, Suburban Diagnostics has been a pioneer and a front-runner in pathology, with a vision to make world-class services available at home. The organization believes in the efficacy of exceptional service standards and precise testing to enable treatment outcomes, making healthier living possible for its patients. Dr. Sanjay Arora heads suburban Diagnostics, an alumnus of the Grant Medical College, Mumbai, specializing in Cytopathology from the Tata Memorial Hospital, Johns Hopkins, and Henry Ford Hospital, USA.

Project Location
Mumbai (India)

Technologies
Percipere MedVision Diagnostics Package, powered by SAP Business ByDesign

Competitive Landscape
Microsoft

Business Challenges

- The CRM and financial systems landscapes of the company operated in siloes leading to data discrepancies
- The available systems offered poor inventory visibility, with technical inadequacies often leading to pricing asymmetry
- Fragmented Accounts Receivable operations posing a severe risk of revenue leakages
- The tedious bank reconciliation process that consumed strategic workforce bandwidths

Business Requirements

- Tight integration between the company's CRM and SAP financials stack facilitating the unrestricted flow of data
- A robust inventory management solution delivering a unified and realistic view into business transactions
- Strong Account Receivable functions to facilitate a seamless order to cash journey for the Debit and Credit customers

Business Benefits

- With the Percipere MedVision Diagnostics Package, our experts brought the proven capabilities of SAP Business ByDesign to forge a robust and flexible technology platform, integrating Suburban Diagnostic's stack of disparate applications with its SAP landscape
- The establishment was favorably positioned to adequately exploit the integrated suite feature of SAP Business ByDesign, driving transparency and cohesion across business functions
- The Percipere MedVision Diagnostics Package allowed the company to scale up and plug the additional diagnostic center operations into its SAP landscape within a few days
- Being built on the cloud-native platform of SAP Business ByDesign, the Percipere MedVision Diagnostics Package ensured business continuity and allowed SAP operation from remote locations
- The implementation enhanced Suburban Diagnostic's operational efficiency by 30%, with faster month-end closures

